

## Service Area Strategic Plan

## Department of Social Services (765)

## Service Area 16 of 33

**Support Enforcement and Collection Services (765 463 01)****Description**

This service area provides administrative funds necessary to administer the child support enforcement program, in keeping with federal and state laws and regulations and in order to meet the five federally set program performance factors: (1) support Obligations established; (2) Current Support collected; (3) Arrears Collected on arrears; (4) Paternities established and (5) Cost effectiveness.

**Background Information****Mission Alignment and Authority**

- *Describe how this service supports the agency mission*

This service area promotes strong, self-reliant families by delivering child support services, as provided by law through the location of noncustodial parents, establishment of paternity and orders, enforcement of orders, collection of child and medical support, and distribution of child support.

- *Describe the Statutory Authority of this Service*

Title IV-D, Federal Social Security Act; Code of Virginia, Title 63.2 Welfare (Social Services) Child Support Title 63.2-1900 through 63.2-1960

**Customers**

Agency Customer Group	Customer	Customers served annually	Potential annual customers
Individuals, Children and Families (served unknown; potential unlimited)	Children and families	362,000	376,970
Individuals, Children and Families (served unknown; potential unlimited)	Custodial Parents	279,000	0
Governmental Entities (served unknown; potential unlimited)	Local Departments of Social Services	120	120
Individuals, Children and Families (served unknown; potential unlimited)	Non-custodial parents	316,700	0
Governmental Entities (served unknown; potential unlimited)	State and local government agencies	53	53

**Anticipated Changes To Agency Customer Base**

The DCSE caseload is expected to remain stable over the next year.

## Partners

Partner	Description
Federal government	
Local Departments of Social Services	
Other nations' child support enforcement programs where reciprocity exists	
Other states' child support enforcement programs	
State agencies	

## Products and Services

- *Factors Impacting the Products and/or Services:*

The economy, TANF caseloads or any national program change may impact the child support program and services.

- *Anticipated Changes to the Products and/or Services*

The DCSE caseload is expected to remain stable over the next year.

- *Listing of Products and/or Services*

- Financial support for children

## Finance

- *Financial Overview*

Funding for the Support Enforcement and Collections Services program comes from federal funds and special funds. The source of the federal funds is the Title IV-D Child Support Enforcement grant.

- *Financial Breakdown*

	Fiscal Year 2009		Fiscal Year 2010	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$4,948,353	\$76,958,280	\$4,948,353	\$76,958,280
Change To Base	\$0	\$0	\$0	\$0
Service Area Total	\$4,948,353	\$76,958,280	\$4,948,353	\$76,958,280

## Service Area Objectives

- We will increase Child Support collections.

### Objective Description

Division efforts are dedicated to increasing the amount of funds provided to custodial parents in order for them to attain economic independence and stability for their families.

### Alignment to Agency Goals

- Agency Goal: Maximize the economic independence, safety and stability of individuals and families

Comment: This objective also aligns with the Council on Virginia's Future long-term objective: Inspire and support Virginians toward healthy lives and strong resilient families.

### Objective Measures

- Child support dollars that are owed will be collected

Governor's Key:

Yes

Measure Type:

Outcome

Measure Frequency:

Quarterly

Key Summary: We will increase the percentage of child support dollars owed that are paid to 65% by June 30, 2010.

Frequency Comment: % of child support dollars paid to dollars owed

Measure Baseline: 61% of dollars owed were collected in SFY 2005

Measure Target: 65% of dollars owed will be collected in SFY 2010

Data Source and Calculation: Regular collection reports generated through APECS and related systems